

TABLE 1
Complaints Received by Subject 2014-15

Subject Group	East Renfrewshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	8	1	36.4%	468	1	24.9%
Planning	3	2=	13.6%	217	3	11.5%
Finance	3	2=	13.6%	174	4=	9.3%
Education	3	2=	13.6%	174	4=	9.3%
Social Work	2	5	9.1%	253	2	13.5%
Roads & Transport	1	6=	4.5%	119	7	6.3%
Legal & Admin	1	6=	4.5%	76	8	4.0%
Consumer Protection	1	6=	4.5%	8	16=	0.4%
Environmental Health & Cleansing	0	-	0.0%	148	6	7.9%
Building Control	0	-	0.0%	61	9	3.2%
Land & Property	0	-	0.0%	29	10	1.5%
Recreation & Leisure	0	-	0.0%	24	11	1.3%
Other	0	-	0.0%	21	12	1.1%
Welfare Fund - Community Care Grants	0	-	0.0%	14	13	0.7%
Welfare Fund - Crisis Grants	0	-	0.0%	12	14	0.6%
Personnel	0	-	0.0%	10	15	0.5%
Economic Development	0	-	0.0%	8	16=	0.4%
Valuation Joint Boards	0	-	0.0%	6	18	0.3%
Fire & Police Boards	0	-	0.0%	4	19	0.2%
National Park Authorities	0	-	0.0%	3	20	0.2%
Subject Unknown or Out Of Jurisdiction	0	-	0.0%	51	-	2.7%
Total	22	-	100.0%	1,880	-	100.0%
<i>Complaints as % of Sector</i>		<i>1.2%</i>				<i>100.0%</i>

Complaints Received by Subject 2013-14

Subject Group	East Renfrewshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	4	1	18.2%	446	1	25.5%
Planning	3	2=	13.6%	223	3	12.7%
Roads & Transport	3	2=	13.6%	119	6	6.8%
Finance	2	4=	9.1%	173	4	9.9%
Legal & Admin	2	4=	9.1%	75	8	4.3%
Recreation & Leisure	2	4=	9.1%	30	10	1.7%
Social Work	1	7=	4.5%	229	2	13.1%
Education	1	7=	4.5%	171	5	9.8%
Environmental Health & Cleansing	1	7=	4.5%	98	7	5.6%
Building Control	1	7=	4.5%	62	9	3.5%
Welfare Fund - Crisis Grants	1	7=	4.5%	6	17	0.3%
Land & Property	0	-	0.0%	28	11	1.6%
Welfare Fund - Community Care Grants	0	-	0.0%	10	12=	0.6%
Valuation Joint Boards	0	-	0.0%	10	12=	0.6%
Other	0	-	0.0%	9	14	0.5%
Consumer Protection	0	-	0.0%	8	15	0.5%
Personnel	0	-	0.0%	7	16	0.4%
Economic Development	0	-	0.0%	3	18=	0.2%
Fire & Police Boards	0	-	0.0%	3	18=	0.2%
National Park Authorities	0	-	0.0%	2	20	0.1%
Subject Unknown or Out Of Jurisdiction	1	-	4.5%	38	-	2.2%
Total	22	-	100.0%	1,750	-	100.0%
<i>Complaints as % of Sector</i>		<i>1.3%</i>				<i>100.0%</i>

TABLE 2
Complaints Determined by Outcome

		2014-15		2013-14	
Stage	Outcome Group	East Renfrewshire Council	Sector Total	East Renfrewshire Council	Sector Total
Advice	Not duly made or withdrawn	6	380	3	328
	Out of jurisdiction (discretionary)	0	29	3	56
	Out of jurisdiction (non-discretionary)	0	25	1	42
	Outcome not achievable	1	42	0	129
	Premature	5	713	8	659
	Resolved	0	4	0	6
	Total		12	1,193	15
Early Resolution 1	Not duly made or withdrawn	0	36	1	36
	Out of jurisdiction (discretionary)	1	56	0	57
	Out of jurisdiction (non-discretionary)	2	140	1	110
	Outcome not achievable	2	107	0	40
	Premature	0	42	1	33
	Resolved	0	35	0	18
	Total		5	416	3
Early Resolution 2	Fully upheld	0	33	1	31
	Some upheld	0	18	0	25
	Not upheld	0	56	0	50
	Not duly made or withdrawn	0	0	0	1
	Resolved	0	3	0	4
	Total		0	110	1
Investigation 1	Fully upheld	0	28	0	20
	Some upheld	0	26	0	39
	Not upheld	1	63	3	60
	Not duly made or withdrawn	0	1	0	2
	Resolved	0	1	0	1
	Total		1	119	3
Investigation 2	Fully upheld	0	3	0	0
	Some upheld	0	1	0	0
	Not upheld	0	0	0	0
	Total		0	4	0
Total Complaints		18	1,842	22	1,747
Total Premature Complaints		5	755	9	692
Premature Rate		27.8%	41.0%	40.9%	39.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)		1	233	4	233
Total Cases Upheld / Some Upheld		0	109	1	115
Uphold Rate (total upheld / total fit for SPSO)		0.0%	46.8%	25.0%	49.4%